

**RICHMOND POLICE DEPARTMENT GENERAL ORDER**

NOTE: This directive is for internal use only, and does not enlarge an employee's civil liability in any way. It should not be constructed as the creation of a higher standard of safety or care in an evidentiary sense, with respect to third party claims. Violation of this directive, if proven, can only form the basis of a complaint by this department, and then only in a non-judicial administrative setting.

Chapter 2	Number 1	Effective Date 06/02/11	Review Date 2014
Subject DEPARTMENT STRUCTURE/CHAIN OF COMMAND/COMMAND AUTHORITY AND RESPONSIBILITY			☐ New Order ☒ Replaces G.O. 2-1, (04/16/07)
References CALEA 11.1.1, 11.1.2, 11.2.1, 11.2.2, 11.3.1a, 11.3.1b, 11.3.2, 12.1.2a, 12.1.2b , 12.1.2c, 12.1.3, 12.2.2a, 26.1.4a, 26.1.4b, 26.1.4c VLEPSC ADM.02.01, ADM.07.01, ADM.07.02a, ADM.07.02b , ADM.07.02c, ADM.07.03, ADM.07.04a, ADM.07.04b, ADM.07.04c, ADM.07.04d, ADM.18.02, ADM.18.03b, PER.09.02a, PER.09.02b, PER.09.02c, PER.09.03 City of Richmond's Personnel Rules, Section 5 City's Administrative Regulation 4.10 , 4.11 General Order 1-1, 1-16			
 Chief of Police or Designee		06/02/11 Date	

I. PURPOSE

The purpose of this directive is to describe the structure of the Richmond Police Department and the responsibilities of the commands within the Department, the Department's chain of command procedures and the authority and responsibilities of supervisors.

II. POLICY

It is the policy of the Richmond Police Department to utilize a traditional chain of command that is a branched command and control structure beginning with the Chief of Police. The Department is organized into functional commands as illustrated by the organizational chart. All members' responsibilities are relative to their assignment. Annually, a copy of the official organizational chart shall be available to all personnel on the Server.

III. ACCOUNTABILITY STATEMENT

All employees are expected to fully comply with the guidelines and timelines set forth in this general order. Failure to comply will result in appropriate corrective action. Responsibility rests with the Division Commander to ensure that any violations of policy are investigated and appropriate training, counseling, **and/or** disciplinary action is initiated.

IV. ORGANIZATIONAL STRUCTURE BY FUNCTIONAL COMMANDS:

- A. Chief of Police – The highest sworn officer in the chain of command and holds the rank of Chief. Duties include, but are not limited to, establishing policies, hiring and termination of employees and the departmental promotional process. This function administers, directs and coordinates departmental activities according to federal, state and local laws, policies and procedures and administrative policies of the City of Richmond. The Chief of Police provides specific direction for the *Deputy Chief of Operations, Deputy Chief of Administration, Deputy Chief of Support Services, Chief of Staff, Office of General Counsel and the Office of Professional Responsibility.*
1. Deputy Chief of Operations – *The sworn officer who provides strategic management oversight of all operational patrol functions. The Deputy Chief of Operations provides direction to the Watch Commanders and the two (2) Majors who oversee Operations Area I and Area II, encompassing all four of the Department's precincts. The Deputy Chief of Operations reports directly to the Chief of Police.*
 2. Deputy Chief of Administration – *The sworn officer who provides strategic management oversight of the Administrative Services Bureau, which includes the following areas: Human Resources Division, Financial Management Division, Planning Division, Records and Technology Division, Training Division, the Division of Emergency Communications (DEC), Warrant and Information Services Unit and CALEA Unit. Sworn supervisors or civilians manage these areas. The Deputy Chief of Administration reports directly to the Chief of Police.*
 3. Deputy Chief of Support Services – *The sworn officer who provides strategic management oversight to the Major of Support Services and the following divisions: Special Operations Division (SOD), Special Investigations Division (SID), Major Crimes Division and Community, Youth and Intervention Services (CYIS). The Deputy Chief of Support Services reports directly to the Chief of Police.*
 4. Chief of Staff – The sworn officer in charge of this function holds the rank of Major and is designated the Chief of Staff. The Chief of Staff is responsible for the day-to-day operations in the Chief's Office, *provides direction for the Department's Public Information Officer and Lieutenant in charge of Executive Protection for the Mayor* and other activities as assigned by the Chief of Police. *The Chief of Staff reports directly to the Chief of Police.*
 5. Office of General Counsel – This Office is headed by a civilian with the title of General Counsel. The Office of General Counsel reviews all contracts and MOUs; handles FOIA requests, answers subpoena duces tecums served on the Department and Department members; functions as the Department liaison with the City Attorney on all legal matters; works with the Internal Affairs Division to identify department trends and creates and implements policy changes where appropriate; *serves as Executive Advisor to the Chief of Police;* and, reviews policies and practices to ensure compliance with

federal, state, local and administrative regulations. *The General Counsel reports directly to the Chief of Police.*

6. **Office of Professional Responsibility** – The sworn officer in charge of this function holds the rank of **Major**. The **primary** functions of this division include conducting internal audits to ensure that Department practices conform to policies and investigation of complaints made by citizens for capricious acts, misconduct or abuse of authority committed by members of the Department. *The divisions under the management of the Office of Professional Responsibility are the Internal Affairs Division (IAD) and the Disciplinary Review Office (DRO). The Major in charge of the Office of Professional Responsibility reports directly to the Chief of Police.*

B. **Sworn officers with the rank of Major** are responsible for the management of operational **and support** functions.

1. Operations – **These two (2) Majors** direct, plan and administer the operations of Area I and Area II. Area I consists of 1st and 2nd Precinct and Area II consists of 3rd and 4th Precinct. The Precincts are headed by a sworn officer with the rank of Commander.
2. **Support Services** – *The Support Services Major is responsible for the management and oversight of SOD, SID, Major Crimes and CYIS. Each of these Divisions is headed by a sworn officer with the rank of Captain. The Support Services Major reports directly to the Deputy Chief of Support Services.*

V. **PROCEDURE**

A. Command Authority in the absence of the Chief of Police:

1. The Chief of Police will issue a **memo** that names the Acting Chief of Police and the duration of the assignment.
2. In the event that time and/or circumstances do not allow a written directive to be completed by the Chief of Police or under other unusual circumstances, the Chief of Police will verbally notify his/her designee, who will then assume acting status.
3. The written directive naming the Acting Chief of Police will be prepared and issued to all personnel.
4. The Acting Chief of Police will have the authority to perform the following:
 - a) Carry out day-to-day activities of the Department; and,
 - b) Approve personnel actions involving transfers, disciplinary matters, salary increases or the like, when such authority is contained in the written directive authorized by the Chief of Police.

B. Chain of Command:

1. At each rank within the Department, personnel are given the authority to make necessary decisions for the effective performance of their responsibilities. Through community-oriented policing, the Department is committed to fostering an organizational climate that rewards employees for initiative, innovation, citizen involvement and problem solving.
2. Each employee is accountable to only one supervisor at any time.
3. Each organizational component shall be under the direct command of only one supervisor.
4. All employees will observe the traditional chain of command hierarchy when conducting business within the Department. Employees shall not conduct official business outside of the Department without prior approval through the chain of command. Each employee shall be held accountable for the use of, or failure to use, delegated authority. Any employee with questions concerning his/her authority shall refer the matter to the on-duty supervisor. Job related legal questions must be referred, through channels, to the Office of General Counsel.

NOTE: The utilization of the chain of the command should not prohibit any member from contacting a superior directly if he/she can articulate the necessity for doing so, nor should it prohibit members from engaging or being engaged by superiors in discussion of job related topics.

5. The highest-ranking officer present shall control situations involving personnel of different functions engaged in a single operation. This officer will be responsible for coordinating the planning functions for response to unusual occurrences. This does NOT include crime scenes, SWAT call-outs, hostage situations, situations requiring Fire or EMS response or other situations where Department policy specifies the person in command.

C. Supervisory Authority and Responsibility:

1. Supervisory personnel are accountable for employees under their immediate control.
2. All employees shall obey any lawful order of a higher-ranking supervisor; including any order relayed from a supervisor by an employee of the same or lesser rank (Refer to General Order 1-1, Code of Conduct – Rule ~~§~~**01**, Authority of Orders/Insubordination.)
3. If the employee receives a conflicting order, the employee shall respectfully inform the supervisor issuing the order of the conflict. If the supervisor issuing the order does not alter or retract the conflicting order, the order shall stand. Under these circumstances, the supervisor shall assume responsibility for the conflict. (*Refer to General Order 1-1, Code of Conduct – Rule ~~§~~**03**, Conflicting or Illegal Orders.*)

4. Employees shall not obey any order which they know, or should know, would require them to commit any illegal act. If in doubt as to the legality of an order, the employee shall request the issuing supervisor to clarify the order or to confer with higher authority. An employee who receives an order that he/she reasonably believes would require him/her to commit an illegal act must at least question that order and refuse to obey the order if not satisfied as to its legality. An employee may not be disciplined for questioning the legality of an order (Refer to General Order 1-1, Code of Conduct – Rule ~~§03~~, Conflicting or Illegal Orders.)
5. Supervisors are held strictly accountable for the efficiency, discipline and morale of employees under their charge. Supervisors shall investigate, or cause to be investigated, all complaints by citizens and allegations of employee misconduct. Any discipline, positive or negative, should be used in the interest of fairness both to the agency and the employee and should provide consistency with respect to training, oral or written reprimands, transfers, suspension, demotion, reduction of leave or termination. (Refer to City's Administrative Regulation **4.10 and** 4.11, City's Personnel Rules, Section 5 **and/or General Order 1-16, Disciplinary Procedures**, for additional disciplinary guidelines.)
6. Supervisors shall ensure that employees have been supplied with all appropriate written orders and shall instruct them thoroughly on all oral and written orders. Supervisors shall regularly review and instruct subordinates in pertinent laws, ordinances and necessary skills.